

**IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE**

In the application of : McCORMACK, Tony et al.

Serial No. : 10/645,438

Filed : 21 August 2003

For : Management of queues in contact centres

Confirmation No. : 7992

Examiner : CHEA, Philip J.

Art Unit : 2453

RESPONSE TO OFFICE ACTION OF SEPTEMBER 15, 2010

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of September 15, 2010, the Applicants make the following amendments and remarks: